



The Invitation

We invite you to bid in this competition for Technology Services 2 (RM3804). Our invitation to tender (ITT) is in four parts. This is the first part. The other three parts are:

Customer Needs

– Everything you need to know about ‘the deal’.

CCS Needs

– The competition rules, obligations and rights, plus the Framework Agreement (**agreement**).

Your Offer

– The document you complete as your bid.

Customer Needs

1. Introduction

The current situation – aims, scope and strategic fit

The opportunity

2. Specification

Our priorities

Full Scope

Metrics

3. Contract

Documents that together will form the contract between CCS and successful Suppliers + Suppliers and Customers.

CCS Needs

Part A – The competition

What you can expect from us

What we expect from you

Our rights

General

Part B – The Framework Agreement

Making the agreement work

Your Offer

Participation Requirements

Standard Selection Questionnaire

Award Guidance and Questions

Commercial Pricing

In this part we explain:

1. What 'we', 'you', 'Bidder' and 'Supplier' means
2. Who can bid
3. How to bid
4. How our customers will buy the goods and or services
5. When and how to ask questions
6. Timelines for the competition

Make sure you read the guidance, information and instructions that we provide – they are there to help you make your best bid.

We hope everything is clear – tell us if it's not (see 5. When and how to ask questions).

1. What 'we', 'you', 'Bidder' and 'Supplier' means

When we use "CCS", "we", "us" or "our" we mean Crown Commercial Service;

We are the central purchasing body which procures common goods and services for central government departments and the wider public sector.

The Public Contracts Regulations 2015 regulate how we buy. This means that we and you have to follow processes that are fair, transparent and equitable for all Bidders.

When we use "you" or "your" or "Bidder" or "supplier" we mean your organisation, or the organisation you represent, in this competition. Note that the contractual documentation - the Framework Agreement and Call Off Contract - refers to Supplier. These are Bidders that have been successful in this competition. The specification that appears in the Customer Needs document will become part of your contract with us should you be successful. Therefore the specification contains mostly references to "Supplier".

When we use "Customer", we mean the departments using the agreement to buy your services.

2. Who can bid

We are running this competition using the 'open procedure'. This means that anyone can submit a bid in response to the published contract notice.

You can submit a bid as a single legal entity. Alternatively, you can choose one or both of the following options:

- i) You can decide to work together with other legal entities to form a consortium. If you do, we ask the consortium to choose a lead member who will submit the bid on behalf of the consortium.

- ii) You can bid with named sub-contractors to deliver certain parts of the requirements. This applies whether you are bidding as a single legal entity or as a consortium.

If you are using either of these options, you will have to identify what each of the parties is contributing to the bid (in your Selection Questionnaire Responses – See Your Offer).

We recognise that plans in relation to sub-contracting or a consortium may be subject to change up to contract award. You must tell us about any changes to these plans as soon as you become aware of them.

3. How to bid

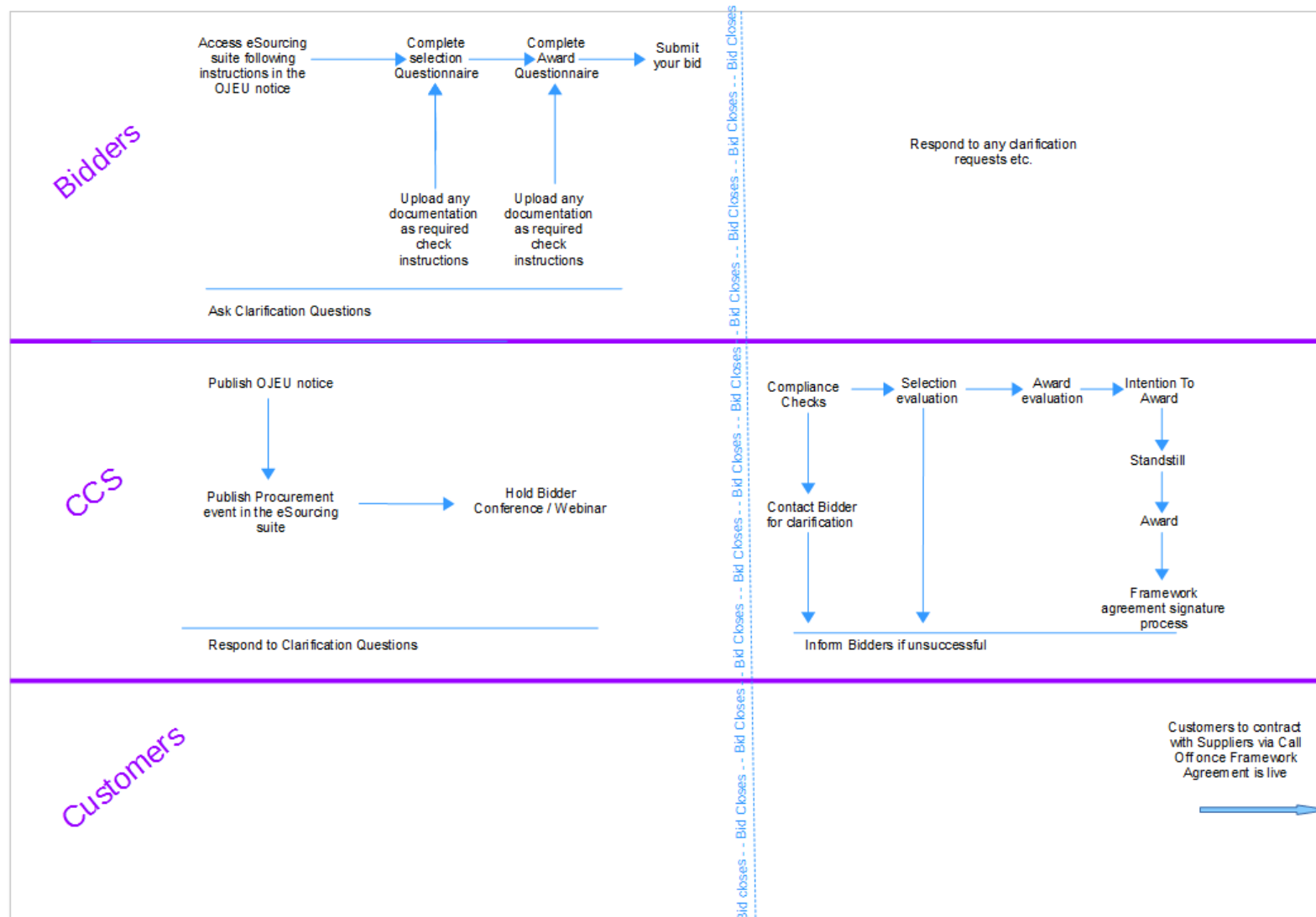
After you have read this invitation, read 'Customer Needs' next. It explains what we want, so that you can:

- Decide whether this competition is right for you
- Make your best bid
- Deliver what the buyers need.

Then read 'CCS Needs'. It explains the commitments on both sides when you work with us in this competition.

Finally, you need to complete 'Your Offer' to create your best bid, which explains how your bid will be assessed.

We have tried to explain this process below

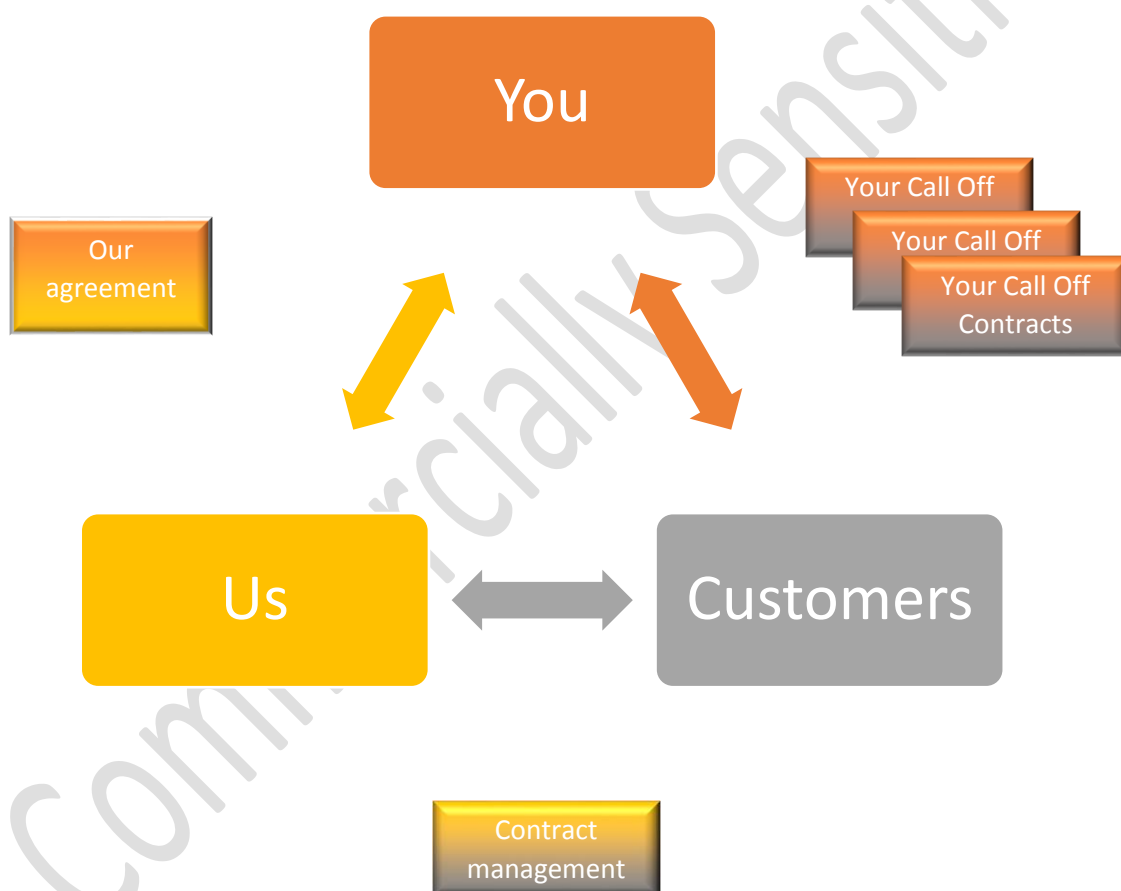


4. How our Customers will buy the goods and or services

The Bidders who are successful in the competition will have to sign an **agreement** with us. They will then become suppliers. The terms of the **agreement** are not negotiable under the open procedure.

One of the schedules to the **agreement** is the **Call Off Contract** – this will be the contract between you and the Customer, if you are successful in winning a Call Off Contract. You and the Customer will need to complete and sign this before any work can start.

This visual shows the contractual relationships between you, the buyers and us:



As you can see in the visual above, if you are successful in this competition you will have commitments to us for the life of the **agreement**, as well as to customers who award Call Offs. We will manage performance at **agreement** level. The **agreement** commitments are explained in 'CCS Needs' and the **agreement**.

Each buyer will manage their Call Off Contract. The Call Off commitments are explained in 'Customer Needs' and the Call Off Contract.

5. When and how to ask questions

We hope everything is clear to you when you have read all our guidance, information and instructions.

If you do have questions, you need to ask them as soon as possible after the Start Date. This is because we have set a deadline for submitting questions (the Bid Questions Deadline). This will give you the chance to check that you understand everything before you submit your bid. All the important dates are set out in the timetable in the next section.

You need to send your questions through the eSourcing Suite. This is the only way we can communicate with Bidders. Try to ensure your question is specific and clear. Do not include your identity in the question. This is because we publish all the questions and our responses to all Bidders.

If you feel that a particular question should not be published, you must tell us why when you ask the question. We will decide whether or not to publish the question and response.

We will also run a Bidder webinar where you can have the opportunity to ask clarification questions “in the moment”. All questions and answers will be published on the eSourcing suite.

Remember that you can ask us questions about the **agreement** and Call Off Contract but please do not attempt to ‘negotiate’ the terms. All awards will be made under identical terms.

6. Timelines for the competition

Below are our intended timelines for this competition. We will try to achieve these but, for a range of reasons, dates can change as the competition progresses. We will tell you if and when timelines change:

Start Date (this is the date the OJEU Contract Notice is sent for publication)	15/03/2017
Bidder Webinar – Briefing and Q&A	Week commencing 20 th March 2017
Bid Questions Deadline	17:00 11/04/2017
Deadline for our responses to questions	17:00 20/04/2017
Bid submission deadline	17:00 27/04/2017
Issue of intention to award notices to successful and unsuccessful Bidders	w/c 07/08/2017
End of mandatory standstill period	w/c 21/08/2017
Agreement start date	w/c 21/08/2017

Thank you for reading this through. We recommend you read 'Customer Needs' next.